

Before the  
Federal Communications Commission  
Washington, D.C. 20554

In the Matter of	)	
	)	
AT&T Corporation	)	IC Nos. 01-S51326
	)	02-S73320
Complaints Regarding	)	02-S73671
Unauthorized Change of	)	02-S79093
Subscriber's Telecommunications Carrier	)	02-S79791
	)	02-S80016
	)	02-S80018
	)	02-S80020
	)	02-S80031
	)	02-S80050
	)	02-S80067
	)	02-S80168
	)	02-S80214
	)	02-S80492
	)	02-S80556
	)	02-S80612
	)	02-S81362
	)	02-S81778
	)	02-S81799
	)	02-S81934
	)	02-S82009
	)	03-S82087
	)	03-S82209
	)	03-S82351
	)	03-S82369
	)	03-S82444
	)	03-S82446
	)	03-S82575
	)	03-S82632
	)	03-S82984
	)	03-S83146
	)	03-S83194
	)	03-S83198
	)	03-S83269
	)	03-S83665
	)	03-I0024777

ORDER

Adopted: June 13, 2003

Released: June 18, 2003

By the Acting Deputy Chief, Policy Division, Consumer & Governmental Affairs Bureau:

1. In this Order, we consider the complaints filed by Complainants<sup>1</sup> alleging that AT&T Corporation (AT&T) changed Complainants' telecommunications service providers without obtaining authorization and verification from Complainants' in violation of the Commission's rules.<sup>2</sup> We conclude that AT&T's actions did not result in an unauthorized change in Complainants' telecommunications service providers and we deny Complainants' complaint.

2. In December 1998, the Commission released the *Section 258 Order* in which it adopted rules to implement Section 258 of the Communications Act of 1934 (Act), as amended by the Telecommunications Act of 1996 (1996 Act).<sup>3</sup> Section 258 prohibits the practice of "slamming," the submission or execution of an unauthorized change in a subscriber's selection of a provider of telephone exchange service or telephone toll service.<sup>4</sup> In the *Section 258 Order*, the Commission adopted aggressive new rules designed to take the profit out of slamming, broadened the scope of the slamming rules to encompass all carriers, and modified its existing requirements for the authorization and verification of preferred carrier changes. The rules require, among other things, that a carrier receive individual subscriber consent before a carrier change may occur.<sup>5</sup> Pursuant to Section 258, carriers are absolutely barred from changing a customer's preferred local or long distance carrier without first complying with one of the Commission's verification procedures.<sup>6</sup> Specifically, a carrier must: (1) obtain the subscriber's written or electronically signed authorization in a format that meets the requirements of

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<sup>1</sup> See Appendix A.

<sup>2</sup> See 47 C.F.R. §§ 64.1100 – 64.1190.

<sup>3</sup> 47 U.S.C. § 258(a); Telecommunications Act of 1996, Pub. L. No. 104-104, 110 Stat. 56 (1996); *Implementation of the Subscriber Carrier Selection Changes Provisions of the Telecommunications Act of 1996; Policies and Rules Concerning Unauthorized Changes of Consumers' Long Distance Carriers*, CC Docket No. 94-129, Second Report and Order and Further Notice of Proposed Rule Making, 14 FCC Rcd 1508 (1998) (*Section 258 Order*), *stayed in part*, *MCI Company v. FCC*, No. 99-1125 (D.C. Cir. May 18, 1999); First Order on Reconsideration, 15 FCC Rcd 8158 (2000); *stay lifted*, *MCI Company v. FCC*, No. 99-1125 (D.C. Cir. June 27, 2000); Third Report and Order and Second Order on Reconsideration, 15 FCC Rcd 15996 (2000), Errata, DA No. 00-2163 (rel. Sept. 25, 2000), Erratum, DA No. 00-2192 (rel. Oct. 4, 2000), Order, FCC 01-67 (rel. Feb. 22, 2001); *reconsideration pending*. Prior to the adoption of Section 258, the Commission had taken various steps to address the slamming problem. See, e.g., *Policies and Rules Concerning Unauthorized Changes of Consumers' Long Distance Carriers*, CC Docket No. 94-129, Report and Order, 10 FCC Rcd 9560 (1995), *stayed in part*, 11 FCC Rcd 856 (1995); *Policies and Rules Concerning Changing Long Distance Carriers*, CC Docket No. 91-64, 7 FCC Rcd 1038 (1992), *reconsideration denied*, 8 FCC Rcd 3215 (1993); Investigation of Access and Divestiture Related Tariffs, CC Docket No. 83-1145, Phase I, 101 F.C.C.2d 911, 101 F.C.C.2d 935, *reconsideration denied*, 102 F.C.C.2d 503 (1985).

<sup>4</sup> 47 U.S.C. § 258(a).

<sup>5</sup> See 47 C.F.R. § 64.1120.

<sup>6</sup> 47 U.S.C. § 258(a).

Section 64.1130 authorization; (2) obtains confirmation from the subscriber via a toll-free number provided exclusively for the purpose of confirming orders electronically; or (3) utilize an independent third party to verify the subscriber's order.<sup>7</sup>

3. The Commission also has adopted liability rules. These rules require the carrier to absolve the subscriber where the subscriber has not paid his or her bill. In that context, if the subscriber has not already paid charges to the unauthorized carrier, the subscriber is absolved of liability for charges imposed by the unauthorized carrier for service provided during the first 30 days after the unauthorized change.<sup>8</sup> Where the subscriber has paid charges to the unauthorized carrier, the Commission's rules require that the unauthorized carrier pay 150% of those charges to the authorized carrier, and the authorized carrier shall refund or credit to the subscriber 50% of all charges paid by the subscriber to the unauthorized carrier.<sup>9</sup> Carriers should note that our actions in this Order do not preclude the Commission from taking additional action, if warranted, pursuant to Section 503 of the Act.<sup>10</sup>

4. We received Complainants' complaints alleging that Complainants' telecommunications service providers had been changed without Complainants' authorization.<sup>11</sup> Pursuant to Sections 1.719 and 64.1150 of our rules,<sup>12</sup> we notified AT&T of the complaints and AT&T responded.<sup>13</sup> We find that AT&T has produced clear and convincing evidence of a valid authorized carrier change by Complainants.<sup>14</sup> Therefore, we find that AT&T's actions did not result in an unauthorized change in Complainants' telecommunications service.<sup>15</sup>

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<sup>7</sup> See 47 C.F.R. § 64.1120(c). Section 64.1130 details the requirements for letter of agency form and content for written or electronically signed authorizations. 47 C.F.R. § 64.1130.

<sup>8</sup> See 47 C.F.R. §§ 64.1140, 64.1160. Any charges imposed by the unauthorized carrier on the subscriber for service provided after this 30-day period shall be paid by the subscriber to the authorized carrier at the rates the subscriber was paying to the authorized carrier at the time of the unauthorized change. *Id.*

<sup>9</sup> See 47 C.F.R. §§ 64.1140, 64.1170.

<sup>10</sup> See 47 U.S.C. § 503.

<sup>11</sup> See Appendix A.

<sup>12</sup> 47 C.F.R. § 1.719 (Commission procedure for informal complaints filed pursuant to Section 258 of the Act); 47 C.F.R. § 64.1150 (procedures for resolution of unauthorized changes in preferred carrier).

<sup>13</sup> See Appendix A.

<sup>14</sup> See 47 C.F.R. § 64.1150(d).

<sup>15</sup> If Complainant is unsatisfied with the resolution of this complaint, Complainant may file a formal complaint with the Commission pursuant to Section 1.721 of the Commission's rules, 47 C.F.R. § 1.721. Such filing will be deemed to relate back to the filing date of Complainant's informal complaint so long as the formal complaint is filed within 45 days from the date this order is mailed or delivered electronically to Complainant. See 47 C.F.R. § 1.719.

5. Accordingly, IT IS ORDERED that, pursuant to Section 258 of the Communications Act of 1934, as amended, 47 U.S.C. § 258, and Sections 0.141, 0.361 and 1.719 of the Commission's rules, 47 C.F.R. §§ 0.141, 0.361, 1.719, the complaints filed by Complainants against AT&T Corporation ARE DENIED.

FEDERAL COMMUNICATIONS COMMISSION

Nancy A. Stevenson, Acting Deputy Chief  
Policy Division  
Consumer & Governmental Affairs Bureau

## APPENDIX A

INFORMAL COMPLAINT NUMBERS	DATE OF COMPLAINTS	DATE OF RESPONSE
01-S51326	March 21, 2001	June 8, 2001
02-S73320	April 29, 2002	June 27, 2002
02-S73671	March 28, 2002	July 17, 2002
02-S79093	July 1, 2002	September 18, 2002
02-S79791	August 2, 2002	October 7, 2002
02-S80016	June 25, 2002	October 15, 2002
02-S80018	August 12, 2002	October 7, 2002
02-S80020	August 12, 2002	October 7, 2002
02-S80031	August 12, 2002	October 7, 2002
02-S80050	July 31, 2002	October 9, 2002
02-S80067	July 27, 2002	October 7, 2002
02-S80168	September 9, 2002	October 21, 2002
02-S80214	September 9, 2002	October 28, 2002
02-S80492	September 20, 2002	October 29, 2002
02-S80556	September 17, 2002	October 29, 2002
02-S80612	September 27, 2002	November 13, 2002
02-S81362	November 8, 2002	May 28, 2003
02-S81778	December 3, 2002	January 29, 2003
02-S81799	September 17, 2002	January 22, 2003
02-S81934	December 18, 2002	January 22, 2003

03-S82009	August 27, 2002	February 24, 2003
03-S82087	January 3, 2003	February 24, 2003
03-S82351	January 23, 2002	March 13, 2003
03-S82369	January 24, 2003	March 13, 2003
03-S82444	January 7, 2003	March 13, 2003
03-S82446	January 22, 2003	March 13, 2003
03-S82575	February 8, 2003	March 31, 2003
03-S82632	February 7, 2003	March 20, 2003
03-S82984	March 3, 2003	April 21, 2003
03-S83198	March 18, 2003	May 14, 2003
03-S83269	March 25, 2003	May 6, 2003
03-S83665	April 22, 2003	May 29, 2003
03-I0024777	February 6, 2003	April 24, 2003